



Customer Service

94th Mission Support Squadron
1430 First Street
Bldg 838, Room 1403
Dobbins ARB, GA 30069
Phone: 678-655-3835/4297/5529

Hours:
Monday thru Friday
8:00 a.m. to 4:00 p.m.

General Information:

To receive a military CAC card, dependent identification card, and/or retiree identification card, you must have TWO forms of identification, NO EXCEPTIONS. Credit Cards, Department stores and Store Warehouse I. D. cards (ex.. Sam's Warehouse and BJ's Cards) are **NOT** acceptable. Please view the following list for proper forms of ID.

****Identification List**

Social Security Card	Driver's License	Passport
School I.D. with Photo	Voter's Registration Card	Birth Certificate
Local, State, and Government I.D,	Work I.D. with Photo	DoD I.D. Card

TRICARE

TRICARE Online (TOL) is a secure web portal designed to increase access to care for authorized TRICARE beneficiaries and increase access to information for designated TRICARE physicians and support staff.

www.tricareonline.com

TRICARE North Region
 (HealthNet)
1-877-874-2273

TRICARE South Region
 (Humana)
1-800-444-5445

TRICARE West Region
 (TriWest)
1-888-874-9378

TRICARE For Life
1-866-773-0404

TRICARE Retail Pharmacy
 Program
1-866-363-8779

Frequently Asked Questions

1. I lost my military I. D. card, what do I need to get another card?

Ans: If you are the military member, you will need two forms of identification. If you are the dependent you will need two forms of identification and the sponsor. If the sponsor cannot come with you to get a new I. D. card, you must have a DD Form 1172 signed by the sponsor or power of attorney. See ****Identification list**.

2. I just got married, what information do I need to bring to Customer Service to get my wife/husband an I.D. card and enroll them into DEERS?

Ans: They will need two forms of identification (see ****Identification list** above), their social security card, and a marriage certificate. Enrolling them into DEERS is easy if the sponsor is present. If the sponsor cannot be present, they will also need a signed DD Form 1172 or power of attorney.

3. For some reason, my ex-spouse is still under DEERS for care, what do I need to remove them from my profile?

Ans: You need to bring in your divorce decree from the county and we can update your DEERS profile.

4. I am a 100% disabled American Veteran. What do I need to get a military I.D. card

Ans: As a 100% disabled veteran, you need to have your DD Form 214, two forms of I.D. (see ****Identification list**) and the letter from the Veteran Administration Medical Center stating; *"Have service-connected disability evaluated at 100 percent."* If an ID card is requested for dependent, further additional proof such as: Marriage certificate, child's birth certificate (and adoption decree) and divorce decree may be needed.

5. I was in the military for 3 years, am I entitled to a military I.D. card?

Ans: You must have served 20 years in the armed forces or have a letter from the Veteran Administration (VA) stating you are a 100% disabled veteran in order to receive a military I.D. card. However, if you served several years in the service and still have a commitment in the In-active Ready Reserve Program (IRR) you may be entitled to a military I.D. card.

6. What is the age that Customer Service can issue military I.D. cards to children?

Ans: According to AFI 36-3026, several conditions warrant a child under the age of 10 years old to receive a military I.D. card:

- A. The child's temporary guardian lives away from the parent's duty station and must use a medical facility other than the one keeping the child's records
- B. The child is of a joint service couple or a single parent
- C. The child does not reside in the household or an eligible adult family member
- D. The child's physical appearance warrants issue (for example, appears older than 10).

7. I recently got married and my new wife has two kids from her previous marriage, how do I enroll them in DEERS and get them I.D. cards?

Ans: You will have to bring each child's birth certificate, social security cards, and your marriage license. If the sponsor cannot be present, they will also need a signed DD Form 1172 or power of attorney.

8. My child is 21 and attending college. What do we need for them to continue their insurance benefits in DEERS?

Ans: You will need a letter from the National Student Clearing House, or the school's registrar office, on school letterhead, certifying full time enrollment in a course of study leading to an associate degree or higher and anticipated graduation date.

9. What is the age that I become eligible for an indefinite military I.D.?

Ans: Uniformed services family members and survivors of deceased personnel, who are age 75 and over, are now able to obtain a permanent United States uniformed services ID card. If you are age 75 and over, and are currently in possession of a valid ID card, you may obtain the new permanent ID card within 90 days of its expiration.

10. Will children now be eligible for TRICARE until age 26?

Ans: Currently No, but hopefully in the future. Military health care and Tricare fall under a different set of laws than the Health Care Reform act. Military health care requires changes in the National Defense Authorization Act (NDAA). For the dependent age to increase to 26, the NDAA must authorize it. It will; probably when the NDAA for FY 2011 is passed which is usually around October or November of this year.

Then, once the law changes to allow 26 year olds, it has to flow through the bureaucracy. This could take a year...give or take. After a legal change, all the directives, policies, instructions, regulations, publications, computer systems, publication in the Federal Register with the required comment period, and the contracts with the Tricare insurance providers must change. (Text taken from: <http://moaablogs.org/financial/2010/03/health-care-reform-tricare-and-the-26-year-old-dependent/>)